



## **JOB DESCRIPTION**

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*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically detailed in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually described in this job description.*

### **REVENUE TECHNICIAN**

**Department:** Finance

**Pay Grade:** 204

**FLSA Status:** Non-Exempt

#### **JOB SUMMARY**

Responsible for providing high levels of customer service at the Finance Department service counter and processing all payments generated from all City billing systems. This position is supervised by the Revenue/Accounts Receivable Supervisor.

#### **ESSENTIAL JOB FUNCTIONS**

- Accepts, records, and reconciles payments received in person or by mail, following all appropriate cash handling guidelines, for all City billing applications including, but not limited to, real estate and personal property taxes, room/meal taxes, water bills, permits, business licenses, rent, parking permits and tickets.
- Daily communication on the phone, in person and written with citizens, college students, mortgage companies and City staff regarding taxes and other cashiering applications.
- Assists the Senior Utility Specialist with customer work orders, and other utility related customer inquiries.
- Provides staff and the public with various information and/or materials and may conduct research to locate requested information or materials as needed.
- Enters and retrieves data from computer databases, types and assembles correspondence or reports, and prepares, accepts and /or processes various documents.
- Retrieves and processes incoming mail and/or distributes outgoing mail.
- Performs other routine clerical work as required, including but not limited to copying and filing documents, assembling materials, and sending and receiving faxes.
- Operates a computer, printer, copier, fax machine, telephone, calculator, paper shredder, and other specialized hardware and software used in the assigned department.
- Interacts and communicates professionally and courteously with the immediate supervisor, other department personnel, other City department heads and employees, customers, sales representatives, various outside professionals and agencies, and the general public.
- Serves as backup for supervisors and coworkers as needed and assigned.
- Performs other related job duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

- High School Diploma or GED equivalent; and
- Five (5) years of clerical, accounting, or related experience.

### **Special Qualifications:**

- May require a valid Virginia driver's license.
- May require certification as a Notary Public or ability to obtain such within three (3) months of hire.

### **Preferred Qualifications:**

- None specified.

### **Knowledge, Skills and Abilities:**

- Knowledge of basic accounting principles and procedures.
- Knowledge and understanding of the occupational hazards and safety precautions required to perform the essential functions of the work.
- Knowledge of terminology and related professional languages used within the department as such pertains to work responsibilities.
- Knowledge of the computer operations especially Microsoft Office Suite.
- Knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities.
- Skill in performing accounting, customer service, organizational and clerical functions.
- Ability to compile, assemble, copy, record and/or transcribe data and/or information according to a prescribed schema or plan.
- Ability to perform semi-routine standardized work with some latitude for independent judgment concerning choices of action.
- Ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages.

## **PHYSICAL DEMANDS**

The work requires the ability to exert moderate but not constant physical effort to perform sedentary work, typically involving some combination of crouching, fingering, grasping, handling, hearing, lifting, mental acuity, reaching, repetitive motion, speaking, talking, visual acuity, walking and may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds), visual perception and discrimination, the ability to perceive and discriminate sounds, perceive and discriminate color, perceive odors, and require oral communications.

## **WORK ENVIRONMENT**

The work is regularly performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.